U.S. Patent Appl Title: "System and Sthool For Supervising Account Management Operations" Inventor: Respect Lyan SIEGEL et al. Filed: July 10, 2001 " Attorney Docket No.: 47004.000089

Sheet 1 of 6

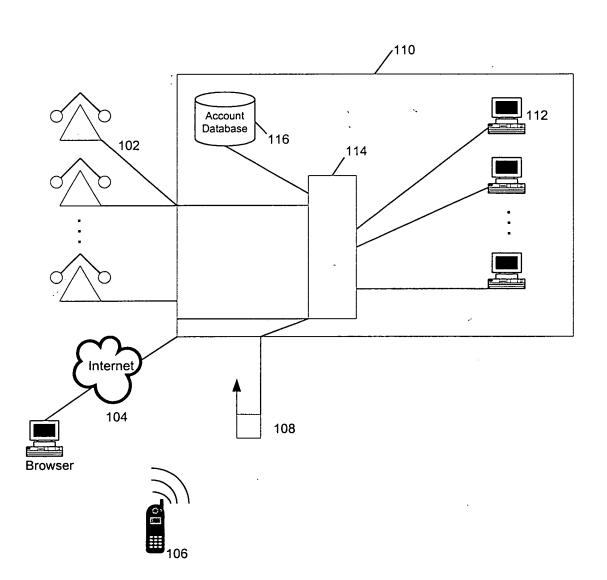
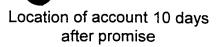


FIG. 1



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FIG. 2

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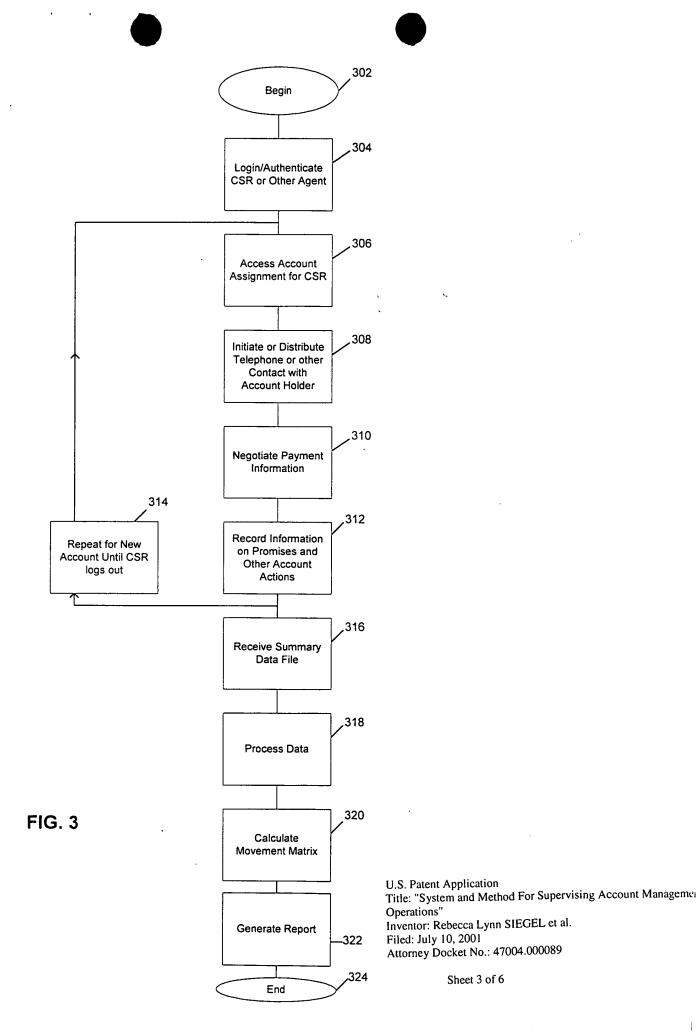
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U.S. Patent Application
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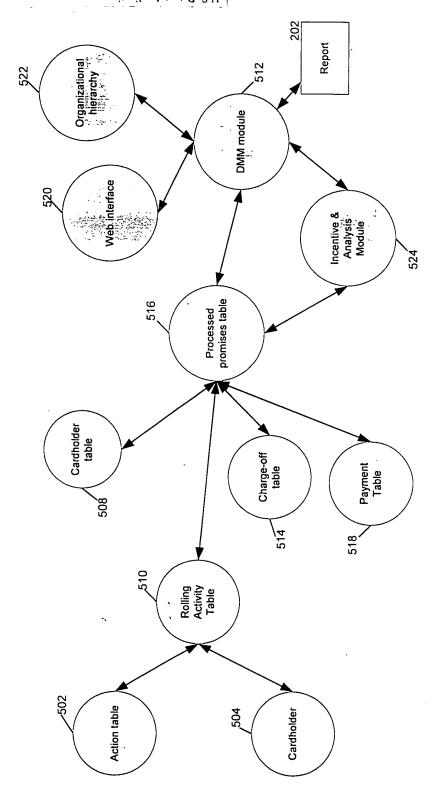
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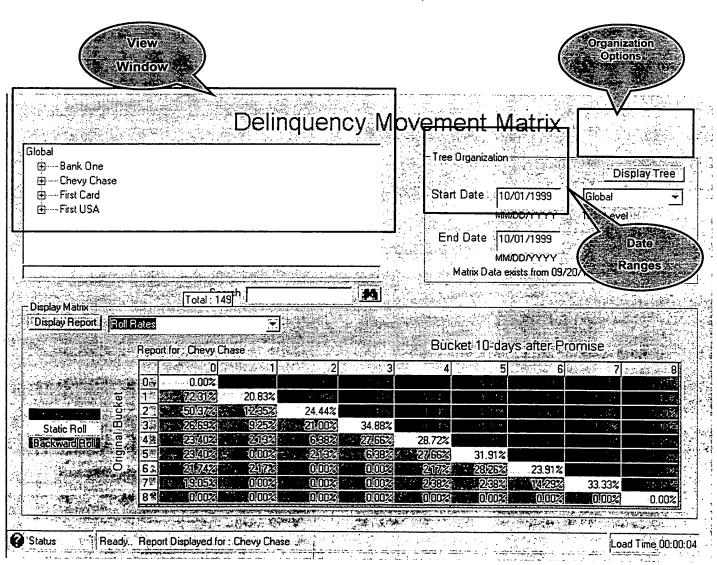
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Organization Option	Description	
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level	
CSR – No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader	

Note: Global report is available for all report options.



U.S. Patent Application

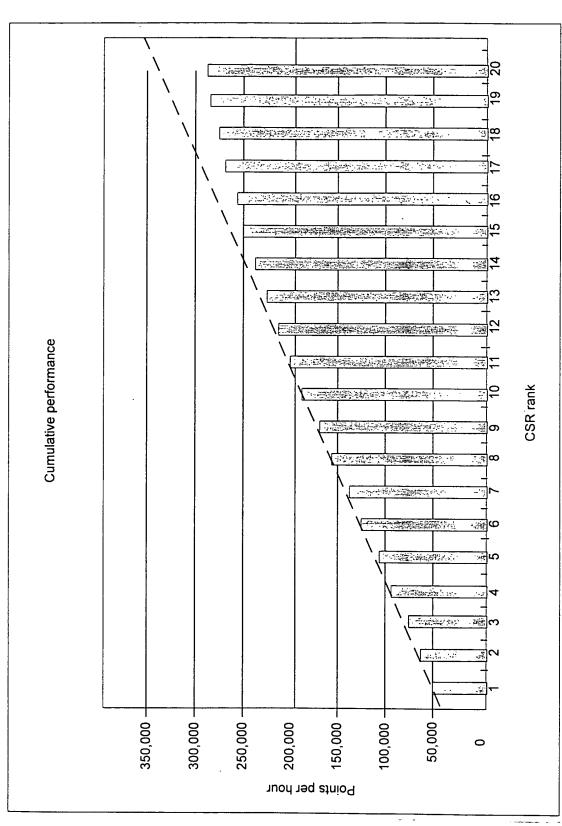
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